



WOODWARD-GRANGER COMMUNITY SCHOOL DISTRICT

Woodward-Granger Community School District
 1904 State Street
 Granger, IA 50109

Request For Proposal: District-Wide Cloud-Based Phone System

<https://wghawks.school/district/techbids/>

RFP Timeline	2
Purpose and Scope:	2
RFP Proposal Submissions	2
Contact & Address	2
Introduction & Background	3
Project Objectives	3
Scope of Work	4
Vendor Response Requirements	5
Evaluation Criteria	5
Appendix A: Table I	6
Appendix B: Board Policy 705.01: Purchasing - Bidding	7

RFP Timeline

Release Date: Monday, April 27, 2026
Due Date: **Wednesday, May 13, 2026 by 3 PM CST**
Questions: **Deadline for Vendor Questions: May 1st (by 4 PM) via Email**
Answers: **Q&A Addendum Posted: Monday May 4th (by 8 AM)**
Award Date: May Board of Directors or Later
Delivery Date: June 2026 - August 2026
***Proposals are due sealed and delivered to the Woodward-Granger Administration Offices**

Purpose and Scope:

Woodward-Granger Community School District is requesting proposals for the acquisition and implementation of a new district-wide cloud-based phone system. The district currently consists of 5 locations and a new construction middle school opening in the fall of 2026-2027;

Woodward-Granger MS/HS (future High School), 306 West Third Street, Woodward IA 50276
Woodward-Granger Early Learning Center, 2200 State Street, Granger IA 50109
Woodward-Granger Elementary, 2002 Oak Street, Granger IA 50109
Woodward-Granger Administrative Offices, 1904 State Street, Granger IA 50109
Grandwood Education Center, 1501 Mulberry, Granger IA 50109
Woodward-Granger Middle School (NEW), 2601 Sycamore Street, Granger IA 50109

RFP Proposal Submissions

The deadline for vendor proposals is **3 PM CST, Wednesday, May 13, 2026**. The district reserves the right to reject late-submitted proposals. **Proposals must be submitted in a sealed envelope per board policy (Appendix A).**

Contact & Address

Cody Churchill
Director of Technology

Questions for the Q&A should be emailed to
Email: codychurchill@wghawks.school, codychurchill@wghawks.org

Sealed Proposals Must be Submitted to the Following Address

Attn: District-Wide Cloud-Based Phone System
Woodward-Granger CSD
1904 State Street
Granger, IA 50109

Woodward-Granger **CSD**: District-Wide Cloud-Based Phone System

Proposals Due Wednesday, May 13, 2026 by 3 PM CST

Introduction & Background

The district is requesting a cost-effective fully cloud-based solution to replace the existing on premise infrastructure. A 3-year licensing term is requested, paid annually (other payment options considered). Five year pricing is optional. If equipment is not included in the software/licensing structure, please indicate 1-time purchases needed to operate as district-wide as a unified communication platform.

Price will not be the only criteria for selection. Desired feature set and compatibility with district needs will be part of the evaluation process.

The district currently utilizes an Avaya on premise phone system utilizing 4 Avaya controllers/cores connected via SCN. The system utilizes one on premise voicemail server. The district receives phone service from multiple service providers with the primary being a PRI hosted at the elementary site. With the PRI, the district has 100 DID's. As part of the project, the vendor needs to coordinate the porting of up to 50 of the DID's from various providers (Mediacom & Lumen).

Estimated License Number:

MS/HS (future High School) - 57 Users - 8 Reception/Admin Phones - 49 Classroom
 Early Learning Center / Elementary - 75 Users - 6 Reception/Admin Phones - 67 Classroom
 Administrative Offices - 7 Users - 7 Reception/Administrative Phones
 Grandwood Education Center - 26 Users - 4 Reception/Admin Phones - 22 Classroom
 Woodward-Granger Middle School (NEW) - 35 Users - 7 Reception/Admin - 28 Classroom

Total - 200 Users/Ext - 160 Voicemail Users

Phone Types Needed:

Reception/Admin - 35

Classroom - 170

Wall Mount Kits - 5 for Reception/Admin phone, 20 for Classroom phones

Project Objectives

The district seeks to implement a feature rich, cost effective phone system that:

- Cloud-based phone system and voicemail
- Offers seamless communication across the district
- Provides comprehensive support for voice, messaging, video conference room/meeting spaces, and can integrate with existing paging systems (via SIP endpoints, paging gateways, or vendor specific integration)
- Phones and Service fully meets current E911 standards (fire and elevator panels not included)

Scope of Work

Core System & Connectivity

- Fully Cloud-Hosted: No on-premise PBX or voicemail servers.
- PSTN Migration: Vendor must manage the transition from the current PRI delivery to cloud-based SIP trunking.
- 911 & Survivability: Solution must provide E911 management and site-recovery capabilities (local survivability) if internet connectivity is lost.
- Unlimited local and long-distance calling included in monthly/annual cost (if rates/licensing don't include unlimited provide explanation)

Software & Integration

- Multi-Platform Softphones: Native applications for Windows/macOS and mobile (iOS/Android).
- Messaging: Integrated SMS/text messaging with searchable archives and a 5-year retention policy.
- Google Workspace (Preferred): While not a mandatory requirement, preference is given to solutions offering Gmail integration for voicemail-to-email and transcription.
- Conference Room Ecosystem: * Integration with Google Meet, Zoom, and Microsoft Teams.
 - Support for wireless conference display technology for screen sharing.

Hardware Requirements

- Reception/Administrative Phones: Must support multi-line appearances, call parking, and advanced transfer logic.
- Classroom/Low-Cost Handsets: Provision of durable, low-cost SIP/PoE handsets for non-administrative areas.
- Conference Room Hardware: Hardware to support 8 conference rooms for multi-platform (Meet, Zoom, & Microsoft Teams) video conferencing
- Legacy Integration: Hardware required to interface with existing analog paging systems.

Implementation & Support

- Migration services provided by the vendor, including:
 - E911 configuration (coordination with the district on failover/survivability of 911)
 - Automated attendants
 - Call queues and hunt groups
 - Paging integration
- Training Sessions
 - Minimum of 1 end user session (optionally recorded)
 - Minimum of 1 system administrator sessions
- Documentation
 - Call routing/flows
 - End User Guides
 - Administration Guides

Vendor Response Requirements

Proposals must include the following:

- Executive summary of the solution
- Detailed breakdown of features and capabilities
- Description of system architecture (e.g. cloud infrastructure, security, uptime guarantees)
- Project plan and timeline for installation and migration
- List of included hardware and supported device types
- Training approach and sample materials (if available)
- Documentation samples or table of contents

Itemized cost proposal, clearly broken down as follows:

- **Initial and recurring costs**
- Annual breakdown of costs by year
- Total cost for the full term of the contract
- **A 3-year proposal is required**
- Optional - A 5-year proposal may also be submitted
- Service Level Agreement (SLA) and support model
- References from at least three similar-sized institutions

Specifications Not Met

Any specifications the vendor/solution are not able to meet must be clearly identified in the bid response and listed under the header of “Specifications Not Met”. Each unmet requirement must be accompanied by a detailed explanation and any applicable alternative solutions or mitigation strategies.

Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Overall project cost
- Cost-effectiveness and transparency of pricing
- Completeness and clarity of proposal
- Compliance with technical specifications
- Implementation approach and vendor experience
- Physical proximity of vendor to Woodward-Granger (Granger, IA or Woodward, IA for ability to quickly provide on-site support, if needed)
- Training and support offerings
- References and proven success

Woodward-Granger Community School District reserves the right to reject any and all proposals.

Appendix A: Table I

Feature	Yes/NO	Additional Notes / Further Explanation
Cloud-Based Phone Service		
Softphone Capability (Smartphone /Computer)		
Unlimited Local/Long Distance Included		
PSTN Setup (if needed)		
Conference Room Integration with Google Meet, Zoom, and Microsoft Teams		
Texting Included		
Text Archiving (5 year minimum)		
Paging Integration Support		
Paging Hardware Included in Quote		
E911 Configuration		
911 Local Survivability Options		
Training Included as Specified (1 End User, 1 Administrator)		
Term of quote (years)		

Appendix B: Board Policy 705.01: Purchasing – Bidding

Original Adopted Date: 07/19/2004 | Last Reviewed Date: 03/06/2023

The board supports economic development in Iowa, particularly in the school district community. As permitted by law, purchasing preference will be given to Iowa goods and services from locally-owned businesses located within the school district or Iowa based companies if the cost and other considerations are relatively equal and meet the required specifications. However, when spending federal Child Nutrition Funds, geographical preference is allowed only for unprocessed agricultural food items as a part of response evaluation. Other statutory purchasing preferences will be applied as provided by law, including goals and reporting with regard to procurement from certified targeted small businesses, minority-owned businesses, and female-owned businesses.

Goods and Services

The board shall enter into goods and services contract(s) as the board deems to be in the best interest of the school district. It shall be the responsibility of the superintendent to approve purchases, except those requiring board approval as described below or as provided by in law. The superintendent may coordinate and combine purchases with other governmental bodies to take advantage of volume price breaks. Joint purchases with other political subdivisions will be considered in the purchase of equipment, accessories, or attachments with an estimated cost of \$50,000 or more.

Purchases for goods and services shall conform to the following:

- The superintendent shall have the authority to authorize purchases without prior board approval and without competitive request for proposals, quotations, or bids for goods and services up to \$25,000
- For goods and services costing at least \$25,000 and up to \$50,000, the superintendent shall receive proposals, quotations, or bids for the goods and services to be purchased prior to board approval. The quotation process may be informal, and include written or unwritten quotations.
- For goods and services exceeding, \$50,000 the competitive request for proposal (RFP) or competitive bid process shall be used and received prior to board approval. RFPs and bids are formal, written submissions via sealed process.

In the event that only one quotation or bid is submitted, the board may proceed if the quotation or bid meets the contract award specifications.

The contract award may be based on several cost considerations including, but not limited to the following:

- The cost of the goods and services being purchased;

Woodward-Granger **CSD**: District-Wide Cloud-Based Phone System

Proposals Due Wednesday, May 13, 2026 by 3 PM CST

- Availability of service and/or repair;
- The targeted small business procurement goal and other statutory purchasing preferences; and
- Other factors deemed relevant by the board.

The board may elect to exempt certain professional services contracts from the thresholds and procedures outlined above.

The thresholds and procedures related to purchases of goods and services do not apply to public improvement projects.

Public Improvements

The board shall enter into public improvement contract(s) as the board deems to be in the best interest of the school district. 'Public improvement' means "a building or construction work which is constructed under the control of a governmental entity and for which either of the following applies: (1) has been paid for in whole or in part with funds of the governmental entity; (2) a commitment has been made prior to construction by the governmental entity to pay for the building or construction work in whole or in part with funds of the governmental entity. This includes a building or improvement constructed or operated jointly with any public or private agency."

The district shall follow all requirements, timelines, and processes detailed in Iowa law related to public improvement projects. The thresholds regarding when competitive bidding or competitive quotations is required will be followed. Competitive bidding is required for public improvement contracts exceeding the minimum threshold stated in law. Competitive quotations are required for public improvement projects that exceed the minimum threshold amount stated in law, but do not exceed the minimum set for competitive bidding. The board shall approve competitive bids and competitive quotes. If the total cost of the public improvement does not warrant either competitive bidding or competitive quotations, the district may nevertheless proceed with either of these processes, if it so chooses.

The award of all contracts for the public improvement shall be awarded to the lowest responsive, responsible bidder. In the event of an emergency requiring repairs to a school district facility that exceed bidding and quotation thresholds, please refer [policy 802.03 – Emergency Repairs](#).

The district shall comply with all federal and state laws and regulations required for procurement, including the selection and evaluation of contractors. The superintendent or designee is responsible for developing an administrative process to implement this policy, including, but not limited to, procedures related to suspension and debarment for transactions subject to those requirements.